

Service Area Plan

Department of Social Services

Interdepartmental Licensure and Certification (56106)

Service Area Background Information

Service Area Description

To effectively implement their joint responsibility for regulating children's residential facilities, the Departments of Education; Juvenile Justice; Mental Health, Mental Retardation and Substance Abuse Services; and Social Services have agreed to cooperatively regulate most children's residential facilities located in Virginia. This joint effort is intended to promote quality residential care through an effective and efficient interdepartmental regulatory program. The Office of Interdepartmental Regulation coordinates the 4 departments' regulatory efforts to assure that children placed in residential facilities receive adequate care, treatment and education.

Service Area Alignment to Missio

By assuring that children placed in residential facilities receive adequate care, treatment and education, we are helping these children shape strong futures for themselves, their families and communities.

Service Area Statutory Authority

The following sections of the Code of Virginia give the Interdepartmental Regulation program its authority to operate: §§ 22.1-321, 22.1-323, 22.1-323.2, 16.1-309.9, 66-10, 66-24, 37.1-182, 37.1-183.1, 37.1-189.1, 63.2-217, 63.2-1701, 63.2-1703, 63.2-1737, 63.2-203, 63.2-1726, and 37.1-183.3. These sections of the Code give each department the authority to license children's residential facilities, to work cooperatively with other agencies, and to conduct background investigations. The 4 participating agencies have also signed an Interdepartmental Agreement.

Service Area Customer Base

Customer(s)	Served	Potential
Children and families (served unknown; potential unlimited)	0	0
Federal agencies (potential unlimited)	1	1
General Public (served unknown; potential unlimited)	0	0
Local Departments of Social Services (served unknown)	0	121
Media (served unknown; potential unlimited)	0	0
Non-profits (served unknown; potential unlimited)	0	0
Policy Makers (served unknown; potential unlimited)	0	0
Providers (served unknown; potential unlimited)	0	0
State and local government (served unknown; potential unlimited)	0	0

Anticipated Changes In Service Area Customer Bas

There are no anticipated changes in the customer base.

Service Area Partners

State Agencies

Service Area Products and Services

- Support of organizations serving communities
- Services to protect children

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Factors Impacting Service Area Products and Services

The number of children's residential facilities continues to increase. Some new providers have limited experience and knowledge regarding the operation of a children's residential facility. Child welfare practices are always changing and evolving. Services may have to be adjusted to ensure that facilities are providing adequate care, treatment and education.

Anticipated Changes To Service Area Products and Service

More training may need to be offered to ensure that providers understand the requirements to operate a children's residential facility. Because of the need to provide safety checks on employees of children's residential facilities in a timely fashion to meet Federal guidelines the background investigation law for staff of children's residential facilities may need to be amended to bar employment of individuals convicted of certain crimes. We may also have to convert to an electronic system to reduce the turn around time to get criminal background information from the FBI and State Police to facilities.

Service Area Financial Summary

Funding for Interdepartmental Licensure and Certification comes from general funds (75.5%) and federal funds (24.5%). The federal funds come from IV-E Foster Care.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$102,742	\$337,532	\$102,742	\$337,532
Changes To Base	\$4,508	\$3,819	\$4,508	\$3,819
SERVICE AREA TOTAL	\$107,250	\$341,351	\$107,250	\$341,351

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Service Area Objectives, Measures, and Strategies

Objective 56106.01

Ensure that the Departments of Education; Juvenile Justice; Mental Health, Mental Retardation and Substance Abuse Services; and Social Services provide a coordinated regulatory approach to children's residential facilities

In Virginia there are approximately 280 children's residential facilities providing services to children. This objective will focus the efforts of the participants of the Interdepartmental Regulation Program on providing a coordinated and efficient regulatory process that provides for appropriate services for children.

This Objective Supports the Following Agency Goals:

- Enhance the independence, well-being and personal responsibility of customers
(Ensuring that children's residential facilities provide residents with adequate, care, treatment and education through a coordinated regulatory approach is strategically aligned with the mission of the agency and Goal 1 of the Strategic Plan. It also supports the Council on Virginia's Future long term objective of "Inspire and support Virginians toward healthy lives and strong and resilient families.")

This Objective Has The Following Measure(s):

● **Measure 56106.01.01**

Number of training sessions for regulators and providers.

Measure Type: Output

Measure Frequency: Every Six Months

Measure Baseline: Five training sessions biannually.

Measure Target: Five training sessions biannually.

Measure Source and Calculation:

Training information can be obtained from the Children's Residential Facility database.

Objective 56106.01 Has the Following Strategies:

- Meet monthly with the Liaison Committee to discuss policies, procedures, standards.
- Update Coordinating committee members regarding issues as needed.
- Review policies and procedures and update as necessary.
- Meet with Advisory Committee at least 3 times a year and more often if necessary.
- Provide training to new regulators on Interdepartmental Standards and procedures.
- Provide training to providers on Interdepartmental Standards and procedures.
- Provide information regarding the Interdepartmental Program to inquiries; the public; other State, Federal and local agencies; legislators; providers; and regulators.

Objective 56106.02

Ensure that safety checks are conducted in a timely manner

Ensure that safety checks are conducted in a timely manner on all staff and contract service providers and volunteers that are alone with residents on a regular basis for facilities regulated by DOE, DMHMRSAS, and DSS.

This Objective Supports the Following Agency Goals:

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- Enhance the independence, well-being and personal responsibility of customers
(Ensuring that safety checks are conducted according to requirements in the Code of Virginia is strategically aligned with the mission of the agency and Goal 1 of the Strategic Plan. It also supports the Council on Virginia's Future long term objective of "Inspire and support Virginians toward healthy lives and strong and resilient families.")

This Objective Has The Following Measure(s):

- **Measure 56106.02.01**

Number of background investigation requests completed.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: 1034 received quarterly

Measure Target: 1175 received quarterly

Measure Source and Calculation:

Information can be obtained from the Children's Residential Facility database.

- **Measure 56106.02.02**

Turnaround time from receipt of request to closure of request.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: New measure, baseline will be determined when new report is written for Children's Residential Facility database.

Measure Target: Two week turnaround for cases not needing research.

Measure Source and Calculation:

Will need to create a report in Children's Residential Facility database.

Objective 56106.02 Has the Following Strategies:

- Research the use of scanning equipment to reduce the turnaround time in completing background checks.
- Hire additional staff to assist legal assistant.
- Provide training to providers on background investigations procedures.
- Provide information regarding background investigations to new providers.